

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 08-0687

ORIGINAL

Regarding a complaint by (Person making the complaint):

Russell Larsen

Against (Utility name):

Nicor Gas

As to (Reason for complaint)

Delay in shutting off service that

resulted in 2 months of "unwanted" gas bills

in Glenview Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

2436 Happy Hollow, Glenview IL 60026

The service address that I am complaining about is

3600 Lawson Rd, Glenview, IL 60026

My home telephone is

847 562-0838

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

847 204-8528

My e-mail address is

russell.larsen@charteronebank.com

I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company)

Nicor Gas

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Code Part 200 Rules of Practice

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

CHIEF CLERK'S OFFICE
2008 DEC 24 A 11:23
ILLINOIS COMMERCE COMMISSION

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See attached.

Please clearly state what you want the Commission to do in this case:

Eliminate \$435.37 bill and compensate me for my time.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: December 8, 2008
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

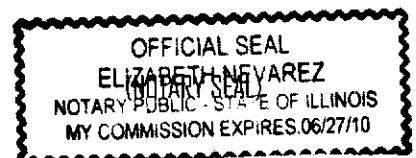
A notary public must witness the completion of this part of the form.

I, Russell Larsen, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 12/8/08

Elizabeth Alvarez
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Summary of correspondence with Nicor

- 2/7/08 Closed on purchase of 3600 Lawson, Glenview, IL. Seller's attorney and my realtor requested that Nicor discontinue (not transfer) gas service and clearly verbally stated that the home was going to be unoccupied and there was no need for service
- 3/12/08 Received bill from Nicor. Called and left message (no return call). Sent email on 3/15/08 stating that "the previous owner cancelled the service...we do not need gas service...".
- 4/15/08 Received another bill from Nicor. Called and was put on hold for a long period of time. Sent email on 4/20/08 again asking for the service to be disconnected.
- 5/20/08 Tried calling Nicor again when I received another bill
- 7/19/08 Sent letter to Nicor stating all of the above. The letter was not responded too.
- 8/19/08 Received collection letter in mail.
- Opened case with the Citizens Utility Board
- Had discussions with Amy and Cheryl. All they wanted was a copy of my closing papers. Once I sent them, they told me that I bought the house in February and the bill was justified(???)
- Left messages for Jenny Bricco . No return calls
- 10/30/2008 Received another collection letter in the mail
- In summary, I would like Nicor to compensate me for my time and to eliminate the outstanding bill for \$435.37.
- 12/5/08. Received letter from Nicor asking who the new resident is...? (attached)

